

State of Hawaii
Department of Human Services
Vocational Rehabilitation and Services for the Blind Division

Request for Proposals

HMS 802-02A

Job Placement and Retention Services

**KONA
HILO
MAUI
MOLOKAI**

February 14, 2007

Note: If this RFP was downloaded from the State Procurement Office RFP Website each applicant must provide contact information to the RFP contact person for this RFP to be notified of any changes. For your convenience, you may download the RFP Interest form, complete and e-mail or mail to the RFP contact person. The State shall not be responsible for any missing addenda, attachments or other information regarding the RFP if a proposal is submitted from an incomplete RFP.

February 14, 2007

REQUEST FOR PROPOSALS

JOB PLACEMENT AND RETENTION SERVICES RFP No. HMS-802-02A

The Department of Human Services, Vocational Rehabilitation and Services for the Blind Division (VRSBD), is requesting proposals from qualified applicants to provide job placement and retention services to individuals with significant and most significant disabilities, both physical and mental. Services are to be provided to enable the individual to achieve meaningful employment. The contract term will be from July 1, 2007 through June 30, 2009. Single or multiple contracts will be awarded under this request for proposals.

Proposals shall be mailed, postmarked by the United States Postal Service on or before March 30, 2007, and received no later than 10 days from the submittal deadline. Hand delivered proposals shall be received no later than 4:30 p.m., Hawaii Standard Time (HST), on March 30, 2007, at the drop-off sites designated on the Proposal Mail-in and Delivery Information Sheet. Proposals postmarked or hand delivered after the submittal deadline shall be considered late and rejected. There are no exceptions to this requirement.

The VRSBD will conduct an orientation on March 5, from 11:30 a.m. to 1:00 p.m. HST, at various Information and Communication Services Division videoconference sites. Information about the locations of the videoconference sites on the different islands from the contracting office. All prospective applicants are encouraged to attend the orientation.

The deadline for submission of written questions is 4:30 p.m., HST, on March 16, 2007. All written questions will receive a written response from the State on or about March 23, 2007.

Inquiries regarding this RFP should be directed to the RFP contact person, Mr. John Noland at 601 Kamokila Boulevard, Room 515, Kapolei, Hawaii 96707, telephone: (808) 692-7720, fax: (808) 692-7727, e-mail: jnoland@dhs.hawaii.gov.

PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

NUMBER OF COPIES TO BE SUBMITTED:
One original and four copies of the proposal are required.

ALL MAIL-INS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN **March 30, 2007** and received by the state purchasing agency no later than **10 days from the submittal deadline.**

All Mail-ins

Department of Human Services
Vocational Rehabilitation and
Services for the Blind Division
601 Kamokila Blvd., Room 515
Kapolei, Hawaii 96707

DHS RFP COORDINATOR

John L. Noland
For further info. or inquiries

Phone: 692-7720
Fax: 692-7727

ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE FOLLOWING SITES UNTIL **4:30 P.M., Hawaii Standard Time (HST), March 30, 2007.** Deliveries by private mail services such as FEDEX shall be considered hand deliveries. Hand deliveries shall not be accepted if received after 4:30 p.m., March 30, 2007.

Drop-off Sites

Oahu:

Department of Human Services (DHS)
Vocational Rehabilitation and Services
for the Blind Division
601 Kamokila Boulevard, Room 515
Kapolei, Hawaii

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Section 1

Administrative Overview

Section 1

Administrative Overview

Applicants are encouraged to read each section of the RFP thoroughly. While sections such as the administrative overview may appear similar among RFPs, state purchasing agencies may add additional information as applicable. It is the responsibility of the applicant to understand the requirements of *each* RFP.

I. Procurement Timetable

Note that the procurement timetable represents the State's best estimated schedule. Contract start dates may be subject to the issuance of a notice to proceed.

| Activity | Scheduled Date |
|--|------------------------------------|
| Public notice announcing RFP | February 14, 2007 |
| Distribution of RFP | February 14, 2007 – March 30, 2007 |
| RFP orientation session | March 5, 2007 |
| Closing date for submission of written questions for written responses | March 16, 2007 |
| State purchasing agency's response to applicants' written questions | March 23, 2007 |
| Discussions with applicant prior to proposal submittal deadline (optional) | |
| Proposal submittal deadline | March 30, 2007 |
| Discussions with applicant after proposal submittal deadline (optional) | |
| Final revised proposals (optional) | |
| Proposal evaluation period | April 2007 |
| Provider selection | May 2007 |
| Notice of statement of findings and decision | May 2007 |
| Contract start date | July 1, 2007 |

II. Website Reference

The State Procurement Office (SPO) website is www.spo.hawaii.gov

| For | Click |
|--|--|
| 1 Procurement of Health and Human Services | "Health and Human Services, Chapter 103F, HRS..." |
| 2 RFP website | "Health and Human Services, Ch. 103F..." and "RFPs" |
| 3 Hawaii Administrative Rules (HAR) for Procurement of Health and Human Services | "Statutes and Rules" and "Procurement of Health and Human Services" |
| 4 Forms | "Health and Human Services, Ch. 103F..." and "For Private Providers" and "Forms" |
| 5 Cost Principles | "Health and Human Services, Ch. 103F..." and "For Private Providers" and "Cost Principles" |
| 6 Standard Contract -General Conditions | "Health and Human Services, Ch. 103F..." "For Private Providers" and "Contract Template – General Conditions" |
| 7 Protest Forms/Procedures | "Health and Human Services, Ch. 103F..." and "For Private Providers" and "Protests" |

Non-SPO websites

(Please note: website addresses may change from time to time. If a link is not active, try the State of Hawaii website at www.hawaii.gov)

| For | Go to |
|--|---|
| 8 Tax Clearance Forms (Department of Taxation Website) | http://www.hawaii.gov/tax/ click "Forms" |
| 9 Wages and Labor Law Compliance, Section 103-055, HRS, (Hawaii State Legislature website) | http://www.capitol.hawaii.gov/ click "Bill Status and Documents" and "Browse the HRS Sections." |
| 10 Department of Commerce and Consumer Affairs, Business Registration | http://www.hawaii.gov/dcca click "Business Registration" |
| 11 Campaign Spending Commission | www.hawaii.gov/campaign |

III. Authority

This RFP is issued under the provisions of the Hawaii Revised Statutes (HRS), Chapter 103F and its administrative rules. All prospective applicants are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any prospective applicant shall constitute admission of such knowledge on the part of such prospective applicant.

IV. RFP Organization

This RFP is organized into five sections:

Section 1, Administrative Overview--Provides applicants with an overview of the procurement process.

Section 2, Service Specifications--Provides applicants with a general description of the tasks to be performed, delineates applicant responsibilities, and defines deliverables (as applicable).

Section 3, Proposal Application Instructions--Describes the required format and content for the proposal application.

Section 4, Proposal Evaluation--Describes how proposals will be evaluated by the state purchasing agency.

Section 5, Attachments --Provides applicants with information and forms necessary to complete the application.

V. Contracting Office

The Contracting Office is responsible for overseeing the contract(s) resulting from this RFP, including system operations, fiscal agent operations, and monitoring and assessing provider performance. The Contracting Office is:

Department of Human Services
Vocational Rehabilitation and Services for the Blind Division
601 Kamokila Boulevard, Room 515, Kapolei, Hawaii 96707

Phone (808) **692-7720** Fax: (808) **692-7727**

VI. Orientation

An orientation for applicants in reference to the request for proposals will be held as follows:

Date: March 5, 2007 **Time:** 11:30 a.m. - 1:00 p.m.
Location: Videoconference Centers

Applicants are encouraged to submit written questions prior to the orientation. Impromptu questions will be permitted at the orientation and spontaneous answers provided at the state purchasing agency's discretion. However, answers provided at the orientation are only intended as general direction and may not represent the state purchasing agency's position. Formal official responses will be provided in writing. To ensure a written response, any oral

questions should be submitted in writing following the close of the orientation, but no later than the submittal deadline for written questions indicated in the next paragraph (VII. Submission of Questions).

VII. Submission of Questions

Applicants may submit questions to the RFP Contact Person identified in Section 2 of this RFP. All written questions will receive a written response from the state purchasing agency.

Deadline for submission of written questions:

Date: March 16, 2007 **Time:** 4:30 p.m. HST

State agency responses to applicant written questions will be provided by:

Date: March 23, 2007

VIII. Submission of Proposals

A. Forms/Formats - Forms, with the exception of program specific requirements, may be found on the State Procurement Office website (See page 1-2, Websites Referred to in this RFP. Refer to the Proposal Application Checklist for the location of program specific forms.

1. **Proposal Application Identification (Form SPO-H-200)** - Provides identification of the proposal.
2. **Proposal Application Checklist** – Provides applicants with information on where to obtain the required forms; information on program specific requirements; which forms are required and the order in which all components should be assembled and submitted to the state purchasing agency.
3. **Table of Contents** - A sample table of contents for proposals is located in Section 5, Attachments. This is a sample and meant as a guide. The table of contents may vary depending on the RFP.
4. **Proposal Application (Form SPO-H-200A)** - Applicant shall submit comprehensive narratives that addresses all of the issues contained in the Proposal Application Instructions, including a cost proposal/budget if required. (Refer to Section 3 of this RFP.)
5. **Tax Clearance** – A certified copy of a current valid tax clearance certificate issued by the State of Hawaii, Department of Taxation (DOTAX) and the Internal Revenue Service (IRS) will be required either at the time of proposal submittal or upon notice of award at the discretion of the purchasing agency.

Refer to Section 4, subparagraph III.A.1, Administrative Requirements, and the Proposal Application Checklist (located in Section 5) to determine whether the tax clearance is required at time of proposal submittal for this RFP. Tax clearance application may be obtained from the Department of Taxation website. (See paragraph II, Website Reference.)

- B. Program Specific Requirements** - Additional program specific requirements are included in Sections 2 and/or 3, Service Specifications and the Proposal Application Instructions, as applicable. If Federal and/or State certifications are required, they are listed on the Proposal Application Checklist located in Section 5.
- C. Multiple or Alternate Proposals** - Multiple or alternate proposals shall not be accepted unless specifically provided for in Section 2 of this RFP. In the event alternate proposals are not accepted and an applicant submits alternate proposals, but clearly indicates a primary proposal, it shall be considered for award as though it were the only proposal submitted by the applicant.
- D. Wages and Labor Law Compliance** - Before a provider enters into a service contract in excess of \$25,000, the provider shall certify that it complies with section 103-55, HRS, Wages, hours, and working conditions of employees of contractors performing services. Section 103-55, HRS may be obtained from the Hawaii State Legislature website. (See paragraph II, Website Reference.)
- E. Compliance with all Applicable State Business and Employment Laws.** All providers shall comply with all laws governing entities doing business in the State. Prior to contracting, owners of all forms of business doing business in the state except sole proprietorships, charitable organizations unincorporated associations and foreign insurance companies be register and in good standing with the Department of Commerce and Consumer Affairs (DCCA), Business Registration Division. Foreign insurance companies must register with DCCA, Insurance Division. More information is on the DCCA website. (See paragraph II, Website Reference.)
- F. Campaign Contributions by State and County Contractors.** Contractors are hereby notified of the applicability of Section 11-205.5, HRS, which states that campaign contributions are prohibited from specified State or county government contractors during the term of the contract if the contractors are paid with funds appropriated by a legislative body. For more information, Act 203/2005 FAQs are

available at the Campaign Spending Commission webpage. (See paragraph II, Website Reference.)

- G. Confidential Information** – If an applicant believes any portion of a proposal contains information that should be withheld as confidential, the applicant shall request in writing nondisclosure of designated proprietary data to be confidential and provide justification to support confidentiality. Such data shall accompany the proposal, be clearly marked, and shall be readily separable from the proposal to facilitate eventual public inspection of the non-confidential sections of the proposal.

Note that price is not considered confidential and will not be withheld.

- H. Proposal Submittal** – All mail-ins shall be postmarked by the United States Postal System (USPS) and received by the State purchasing agency no later than the submittal deadline indicated on the attached Proposal Mail-in and Delivery Information Sheet. All hand deliveries shall be received by the State purchasing agency by the date and time designated on the Proposal Mail-In and Delivery Information Sheet. Proposals shall be rejected when:

- Postmarked after the designated date; or
- Postmarked by the designated date but not received within 10 days from the submittal deadline; or
- If hand delivered, received after the designated date and time.

The number of copies required is located on the Proposal Mail-In and Delivery Information Sheet. Deliveries by private mail services such as FEDEX shall be considered hand deliveries and shall be rejected if received after the submittal deadline. Dated USPS shipping labels are not considered postmarks.

Faxed proposals and/or submission of proposals on diskettes/cd or transmission by e-mail, website or other electronic means is **not permitted**.

IX. Discussions with Applicants

- A. Prior to Submittal Deadline.** Discussions may be conducted with potential applicants to promote understanding of the purchasing agency's requirements.
- B. After Proposal Submittal Deadline** - Discussions may be conducted with applicants whose proposals are determined to be reasonably susceptible of being selected for award, but proposals may be accepted without discussions, in accordance section 3-143-403, HAR.

X. Opening of Proposals

Upon receipt of proposal by a state purchasing agency at a designated location, proposals, modifications to proposals, and withdrawals of proposals shall be date-stamped, and when possible, time-stamped. All documents so received shall be held in a secure place by the state purchasing agency and not examined for evaluation purposes until the submittal deadline.

Procurement files shall be open to public inspection after a contract has been awarded and executed by all parties.

XI. Additional Materials and Documentation

Upon request from the state purchasing agency, each applicant shall submit any additional materials and documentation reasonably required by the state purchasing agency in its evaluation of the proposals.

XII. RFP Amendments

The State reserves the right to amend this RFP at any time prior to the closing date for the final revised proposals.

XIII. Final Revised Proposals

If requested, final revised proposals shall be submitted in the manner, and by the date and time specified by the state purchasing agency. If a final revised proposal is not submitted, the previous submittal shall be construed as the applicant's best and final offer/proposal. *The applicant shall submit **only** the section(s) of the proposal that are amended, along with the Proposal Application Identification Form (SPO-H-200).* After final revised proposals are received, final evaluations will be conducted for an award.

XIV. Cancellation of Request for Proposal

The request for proposal may be canceled and any or all proposals may be rejected in whole or in part, when it is determined to be in the best interests of the State.

XV. Costs for Proposal Preparation

Any costs incurred by applicants in preparing or submitting a proposal are the applicants' sole responsibility.

XVI. Provider Participation in Planning

Provider participation in a state purchasing agency's efforts to plan for or to purchase health and human services prior to the state purchasing agency's release of a request for proposals, including the sharing of information on community needs, best practices, and providers' resources, shall not disqualify providers from submitting proposals if conducted in accordance with sections 3-142-202 and 3-142-203 of the Hawaii Administrative Rules for Chapter 103F, HRS.

XVII. Rejection of Proposals

The State reserves the right to consider as acceptable only those proposals submitted in accordance with all requirements set forth in this RFP and which demonstrate an understanding of the problems involved and comply with the service specifications. Any proposal offering any other set of terms and conditions contradictory to those included in this RFP may be rejected without further notice.

A proposal may be automatically rejected for any one or more of the following reasons: (Relevant sections of the Hawaii Administrative Rules for Chapter 103F, HRS, are parenthesized)

- (1) Rejection for failure to cooperate or deal in good faith.
(Section 3-141-201, HAR)
- (2) Rejection for inadequate accounting system. (Section 3-141-202, HAR)
- (3) Late proposals (Section 3-143-603, HAR)
- (4) Inadequate response to request for proposals (Section 3-143-609, HAR)
- (5) Proposal not responsive (Section 3-143-610(a)(1), HAR)
- (6) Applicant not responsible (Section 3-143-610(a)(2), HAR)

XVIII. Notice of Award

A statement of findings and decision shall be provided to all applicants by mail upon completion of the evaluation of competitive purchase of service proposals.

Any agreement arising out of this solicitation is subject to the approval of the Department of the Attorney General as to form, and to all further approvals, including the approval of the Governor, required by statute, regulation, rule, order or other directive.

No work is to be undertaken by the awardee prior to the contract commencement date. The State of Hawaii is not liable for any costs incurred prior to the official starting date.

XIX. Protests

Any applicant may file a protest against the awarding of the contract. The Notice of Protest form, SPO-H-801, is available on the SPO website. (See paragraph II, Website Reference.) Only the following matters may be protested:

- (1) A state purchasing agency's failure to follow procedures established by Chapter 103F of the Hawaii Revised Statutes;
- (2) A state purchasing agency's failure to follow any rule established by Chapter 103F of the Hawaii Revised Statutes; and
- (3) A state purchasing agency's failure to follow any procedure, requirement, or evaluation criterion in a request for proposals issued by the state purchasing agency.

The Notice of Protest shall be postmarked by USPS or hand delivered to 1) the head of the state purchasing agency conducting the protested procurement and 2) the procurement officer who is conducting the procurement (as indicated below) within five working days of the postmark of the Notice of Findings and Decision sent to the protestor. Delivery services other than USPS shall be considered hand deliveries and considered submitted on the date of actual receipt by the state purchasing agency.

| Head of State Purchasing Agency | Procurement Officer |
|--|--|
| Name: Joe D. Cordova | Name: John L. Noland |
| Title: Administrator | Title: Assistant Administrator |
| Mailing Address: Same as Business Address | Mailing Address: Same as Business Address |
| Business Address: Vocational Rehabilitation and Services for the Blind Division 601 Kamokila Boulevard, Room 515 Kapolei, Hawaii 96707 | Business Address: Vocational Rehabilitation and Services for the Blind Division 601 Kamokila Boulevard, Room 515 Kapolei, Hawaii 96707 |

XX. Availability of Funds

The award of a contract and any allowed renewal or extension thereof, is subject to allotments made by the Director of Finance, State of Hawaii, pursuant to Chapter 37, HRS, and subject to the availability of State and/or Federal funds.

XXI. Monitoring and Evaluation

The criteria by which the performance of the contract will be monitored and evaluated are:

- (1) Performance/Outcome Measures
- (2) Output Measures
- (3) Quality of Care/Quality of Services
- (4) Financial Management
- (5) Administrative Requirements

XXII. General and Special Conditions of Contract

The general conditions that will be imposed contractually are on the SPO website. (See paragraph II, Website Reference). Special conditions may also be imposed contractually by the state purchasing agency, as deemed necessary.

XXIII. Cost Principles

In order to promote uniform purchasing practices among state purchasing agencies procuring health and human services under Chapter 103F, HRS, state purchasing agencies will utilize standard cost principles outlined in Form SPO-H-201 which is available on the SPO website (see paragraph II, Website Reference). Nothing in this section shall be construed to create an exemption from any cost principle arising under federal law.

Section 2

Service Specifications

Section 2

Service Specifications

I. Introduction

A. Overview, purpose or need

Vocational Rehabilitation and Services for the Blind Division, Department of Human Services, State of Hawaii, provides vocational rehabilitation services to eligible individuals with disabilities to enable them to achieve meaningful employment. Full time competitive employment in integrated settings is the preferred outcome, except if the individual chooses otherwise. The right of the individual to active participation and informed choice in the Individualized Employment Plan shall be facilitated.

Job Placement and Retention services are to be provided to enable the individual to achieve meaningful employment. Services are to be individualized, consistent with the individual's strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice.

B. Planning activities conducted in preparation for this RFP

Request for information (RFI) issued September 8, 2006 with a deadline of September 26, 2006 for responses.

C. Description of the goals of the service

The goal of the service is satisfactory, competitive employment maintained for at least 90 days.

D. Description of the target population to be served

Most of those to be served are individuals with significant and most significant disabilities, both physical and mental, referred by their Vocational Rehabilitation Counselors. The applicant must be prepared to serve individuals who are deaf, blind and deaf-blind.

E. Geographic coverage of service

The service will be provided island wide on Maui and Moloka'. On the island of Hawaii provider(s) are sought to serve the Hilo area and provider(s) are being sought for the Kona area.

F. Probable funding amounts, source, and period of availability

State and federal funds are available for two years. Probable funding amounts are listed below.

| <u>SFY 2007-2008</u> | <u>SFY 2008-2009</u> |
|----------------------|----------------------|
| \$422,500 | \$422,500 |

The State reserves the right to amend the funding amount of individual contracts according to utilization, without rebidding.

II. General Requirements**A. Specific qualifications or requirements, including but not limited to licensure or accreditation**

Applicant organizations accredited by the Commission and Accreditation of Rehabilitation Facilities will be given preference.

The physical facilities of applicants must meet Americans with Disabilities Act requirements. Telecommunications devices for the deaf are essential, as all programs are expected to serve the deaf. In addition, visual alarms to warn individuals who are deaf about fires and other emergencies, are important for safety.

The applicant shall comply with Chapter 103F, HRS Cost Principles for Purchase of Health and Human Services identified in SPO-H-201 (Effective 10/1/98), which can be found in the POS Manual.

B. Secondary purchaser participation

(Refer to §3-143-608, HAR)

After-the-fact secondary purchases will be allowed.

Secondary Purchaser participation is not planned nor will it be allowed.

C. Multiple or alternate proposals

(Refer to §3-143-605, HAR)

☐ Allowed ☒ Unallowed

D. Single or multiple contracts to be awarded

(Refer to §3-143-206, HAR)

☐ Single ☐ Multiple ☒ Single & Multiple

Criteria for multiple awards: N/A

E. Single or multi-term contracts to be awarded

(Refer to §3-149-302, HAR)

☒ Single term (\leq 2 yrs) ☐ Multi-term ($>$ 2 yrs.)

Contract terms:

| | |
|--------------------------------|-------------------------------------|
| Initial term of contract: | <u>July 1, 2007 – June 30, 2009</u> |
| Length of each extension: | <u>N/A</u> |
| Number of possible extensions: | <u>None</u> |
| Maximum length of contract: | <u>July 1, 2007 – June 30, 2009</u> |

The initial period shall commence on the contract start date or Notice to Proceed, whichever is later.

Conditions for extension: N/A

F. RFP contact person

The individual listed below is the sole point of contact from the date of release of this RFP until the selection of the successful provider or providers. Written questions should be submitted to the RFP contact person and received on or before the day and time specified in Section 1, paragraph I (Procurement Timetable) of this RFP.

John L. Noland
601 Kamokila Boulevard, Room 515
Kapolei, Hawaii 96707

III. Scope of Work

The scope of work encompasses the following tasks and responsibilities:

A. Service Activities

(Minimum and/or mandatory tasks and responsibilities)

1. Services. The following services shall be provided, as necessary and appropriate, to the participants referred by Vocational Rehabilitation and Services for the Blind Division.
 - a. Develop an individualized placement plan with the participation and informed choice of the client and with the concurrence of the Vocational Rehabilitation Counselor (VRC).
 - b. Assess and enhance job readiness knowledge, habits and skills.

- c. Assist in the development of a resume.
 - d. Assess and enhance ability to complete job applications and interviews.
 - e. Assess and enhance the participant's ability to locate job openings.
 - f. Provide job leads obtained specifically for the participant.
 - g. Job coach after placement to ensure that the participant is able to perform the job well and otherwise behave appropriately.
 - h. Follow up and provide all necessary support services to ensure satisfactory adjustment to the job.
2. Milestones. Payment will be made after the following outcomes are achieved.

- a. Milestone #1, job placement. \$1,500 will be paid after achievement of milestone #1.

This milestone is achieved when the VRC receives written notification that the participant has been on the job for three days and the VRC determines that the job is consistent with the participant's unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.

- b. Milestone #2, 30 days job retention. \$2,000 will be paid after achievement of milestone #2.

This milestone is achieved when the VRC has received written documentation on the following three outcomes.

- 1) The participant has been employed at least 30 days.
 - 2) A written employer evaluation form has been received by the VRC which indicates satisfactory job performance during the past 30 days.
 - 3) A current satisfaction questionnaire has been completed by the participant is not having any significant problems.
- c. Milestone #3, rehabilitation closure. \$2,500 will be paid upon satisfactory completion of milestone #e.

This milestone is achieved when the VRC is able to close the participant's case record in status 26, rehabilitated. To take a 26

closure, the VRC must have written documentation that the following three conditions have been met.

- 1) The participant has been employed 90 or more days.
- 2) The participant and the VRC are satisfied with the job, hours, wages and benefits.
- 3) The job pays at least minimum wage and the wage and benefits levels are not less than that customarily paid by the employer for the same or similar work performed by able bodied employees.

B. Management Requirements
(Minimum and/or mandatory requirements)

1. Personnel

Preference will be given to qualified staff with disabilities and staff who are Certified Rehabilitation Counselors.

2. Administrative

The Provider shall share information about their relationships with employers developed or maintained under a contract awarded under this RFP. The Provider and the State (represented by the Vocational Rehabilitation Branch Administrator) shall collaborate to coordinate their job placement and employer relations efforts.

3. Quality assurance and evaluation specifications

Participant satisfaction with services and employment outcomes are the key qualitative measures. Full-time competitive employment is the preferred outcome. When part-time employment which does not provide medical benefits is the outcome, it must be clear that this is consistent with participant informed choice. In all cases, the Provider must ensure that the individual with a disability is paid wages and benefits comparable to those paid to individuals who are not individuals with disabilities doing comparable jobs.

4. Output and performance/outcome measurements

- a. The number of persons rehabilitated into employment.
- b. The percentage of persons rehabilitated who are persons with significant disabilities.

- c. The rehabilitation rate: the number of persons rehabilitated divided by the number placed.

5. Experience

Provider experience with the placement and job coaching of individuals with significant and most significant disabilities is desired.

6. Coordination of services

The provider will continuously coordinate the provision of services with the referring Vocational Rehabilitation Counselor. Written reports and face to face meetings, when requested, shall be provided.

7. Reporting requirements for program and fiscal data

Monthly reporting of milestones achieved.

8. Pricing structure or pricing methodology to be used

Fixed rate.

9. Units of service and unit rate

Milestone #1 Job placement. \$1,500.

Milestone #2 Job retention. \$2,000.

Milestone #3 Rehabilitation closure. \$2,500.

10. Method of compensation and payment

Monthly payments upon submission of invoice for milestones achieved.

- a. Minimum referrals to the provider.

The State agrees to make a minimum number of referrals to the provider during the course of the biennium. The minimum number shall be determined by the following computations.

- 1) Divide the total amount of the biennium contract by \$6,000, to get the number of referrals needed by the provider to earn the amount of the contract.
- 2) Multiply the number of referrals needed by the provider to earn the amount of the contract, by 75%. For new service providers,

this is the minimum number of referrals to be made by VR to the service provider during the biennium.

- 3) For continuing service providers, minus any carryover clients referred but not placed during the previous contract biennium. This is the minimum number of referrals to be made by VR to the service provider during the biennium.

b. Failure to meet the minimum referral requirement

The State agrees to pay \$3,000 for every referral short of the minimum referral requirement.

IV. Facilities

The applicant shall provide a description of its facilities/offices and demonstrate its adequacy in relation to the proposed services. If facilities are not presently available, describe plans to secure facilities. Also describe how the facilities meet ADA requirements and special equipment that may be required for the services.

Section 3

Proposal Application Instructions

Section 3

Proposal Application Instructions

General instructions for completing applications:

- *Proposal Applications shall be submitted to the state purchasing agency using the prescribed format outlined in this section.*
- *The numerical outline for the application, the titles/subtitles, and the applicant organization and RFP identification information on the top right hand corner of each page should be retained. The instructions for each section however may be omitted.*
- *Page numbering of the Proposal Application should be consecutive, beginning with page one and continuing through for each section. See sample table of contents in Section 5.*
- *Proposals may be submitted in a three ring binder (Optional).*
- *Tabbing of sections (Recommended).*
- *Applicants must also include a Table of Contents with the Proposal Application. A sample format is reflected in Section 5, Attachment B of this RFP.*
- *A written response is required for **each** item unless indicated otherwise. Failure to answer any of the items will impact upon an applicant's score.*
- *Applicants are **strongly** encouraged to review evaluation criteria in Section 4, Proposal Evaluation when completing the proposal.*
- *This form (SPO-H-200A) is available on the SPO website (see Section 1, paragraph II, Website Reference). However, the form will not include items specific to each RFP. If using the website form, the applicant must include all items listed in this section.*

The Proposal Application comprises the following sections:

- *Proposal Application Identification Form*
- *Table of Contents*
- *Program Overview*
- *Experience and Capability*
- *Project Organization and Staffing*
- *Service Delivery*
- *Financial*
- *Other*

I. Program Overview

Applicant shall give a brief overview to orient evaluators as to the program/services being offered.

II. Experience and Capability

A. Necessary Skills

The applicant shall demonstrate that it has the necessary skills, abilities, and knowledge relating to the delivery of the proposed services.

B. Experience

The applicant shall provide a description of projects/contracts pertinent to the proposed services. Applicant shall provide points of contact, addresses, e-mail/phone numbers. The State reserves the right to contact references to verify experience.

C. Quality Assurance and Evaluation

The applicant shall describe its own plans for quality assurance and evaluation for the proposed services, including methodology.

D. Coordination of Services

The applicant shall demonstrate the capability to coordinate services with other agencies and resources in the community.

E. Facilities

The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the proposed services. If facilities are not presently available, describe plans to secure facilities. Also describe how the facilities meet ADA requirements, as applicable, and special equipment that may be required for the services.

III. Project Organization and Staffing

A. Staffing

1. Proposed Staffing

The applicant shall describe the proposed staffing pattern, client/staff ratio and proposed caseload capacity appropriate for the viability of the services. (Refer to the personnel requirements in the Service Specifications, as applicable.)

2. Staff Qualifications

The applicant shall provide the minimum qualifications (including experience) for staff assigned to the program. (Refer to the qualifications in the Service Specifications, as applicable.)

B. Project Organization

1. Supervision and Training

The applicant shall describe its ability to supervise, train and provide administrative direction relative to the delivery of the proposed services.

2. Organization Chart

The applicant shall reflect the position of each staff and line of responsibility/supervision. (Include position title, name and full time equivalency) Both the "Organization-wide" and "Program" organization charts shall be attached to the Proposal Application.

IV. Service Delivery

Applicant shall include a detailed discussion of the applicant's approach to applicable service activities and management requirements from Section 2, Item III. - Scope of Work, including (if indicated) a work plan of all service activities and tasks to be completed, related work assignments/responsibilities and timelines/schedules.

V. Financial

A. Pricing Structure

Applicant shall submit a cost proposal utilizing the pricing structure designated by the state purchasing agency. The cost proposal shall be attached to the Proposal Application.

1. Pricing Structure Based on a Fixed Rate

The applicant shall submit a proposal based on the minimum and maximum number of referrals it can effectively serve on a sustained basis.

All budget forms, instructions and samples are located on the SPO website (see Section 1, paragraph II Websites referred to in this RFP). The following

budget form(s) shall be submitted with the Proposal Application:

| | |
|------------|--|
| SPO-H-205 | Budget |
| SPO-H-206A | Budget Justification-Salaries and Wages |
| SPO-H-206B | Budget Justification-Personnel: Payroll Taxes, Assessments and Fringe Benefits |

B. Other Financial Related Materials

1. Accounting System

In order to determine the adequacy of the applicant's accounting system as described under the administrative rules, the following documents are requested as part of the Proposal Application (may be attached):

Applicants shall provide to the State their most recent financial audit reports.

VI. Other

A. Litigation

The applicant shall disclose any pending litigation to which they are a party, including the disclosure of any outstanding judgment. If applicable, please explain.

Section 4

Proposal Evaluation

Section 4

Proposal Evaluation

I. Introduction

The evaluation of proposals received in response to the RFP will be conducted comprehensively, fairly and impartially. Structural, quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation.

II. Evaluation Process

The procurement officer or an evaluation committee of designated reviewers selected by the head of the state purchasing agency or procurement officer shall review and evaluate proposals. When an evaluation committee is utilized, the committee will be comprised of individuals with experience in, knowledge of, and program responsibility for program service and financing.

The evaluation will be conducted in three phases as follows:

- Phase 1 - Evaluation of Proposal Requirements
- Phase 2 - Evaluation of Proposal Application
- Phase 3 - Recommendation for Award

Evaluation Categories and Thresholds

| <u>Evaluation Categories</u> | | <u>Possible Points</u> |
|------------------------------------|-----------|------------------------|
| <i>Administrative Requirements</i> | | |
| <i>Proposal Application</i> | | 100 Points |
| Program Overview | 0 points | |
| Experience and Capability | 20 points | |
| Project Organization and Staffing | 15 points | |
| Service Delivery | 55 points | |
| Financial | 10 Points | |
| TOTAL POSSIBLE POINTS | | 100 Points |

III. Evaluation Criteria

A. Phase 1 - Evaluation of Proposal Requirements

1. Administrative Requirements

- 1. Application Checklist
- 2. Registration (if not pre-registered with the State Procurement Office)

2. Proposal Application Requirements

- Proposal Application Identification Form (Form SPO-H-200)
- Table of Contents
- Program Overview
- Experience and Capability
- Project Organization and Staffing
- Service Delivery
- Financial (All required forms and documents)
- Program Specific Requirements (as applicable)

**B. Phase 2 - Evaluation of Proposal Application
(100 Points)**

Program Overview: No points are assigned to Program Overview. The intent is to give the applicant an opportunity orient evaluators as to the service(s) being offered.

1. Experience and Capability (20 Points)

The State will evaluate the applicant’s experience and capability relevant to the proposal contract, which shall include:

- a) **Necessary Skills**
 - Demonstrated skills, abilities, and knowledge relating to the delivery of the proposed services. (5)
- b) **Experience**
 - Past contract performance (10)
- c) **Quality Assurance and Evaluation**
 - Sufficiency of quality assurance and evaluation plans for the proposed services, including methodology. (2)

d) Coordination of Services

- Demonstrated capability to coordinate services with other agencies and resources in the community. (1)

e) Facilities

- Adequacy of facilities relative to the proposed services. (2)

2. Project Organization and Staffing (15 Points)

The State will evaluate the applicant's overall staffing approach to the service that shall include:

a) Staffing

- Proposed Staffing: That the proposed staffing pattern, client/staff ratio, and proposed caseload capacity is reasonable to insure viability of the services. (4)
- Staff Qualifications: Minimum qualifications (including experience) for staff assigned to the program. (6)

b) Project Organization

- Supervision and Training: Demonstrated ability to supervise, train and provide administrative direction to staff relative to the delivery of the proposed services. (3)
- Organization Chart: Approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks. (2)

3. Service Delivery (55 Points)

Evaluation criteria for this section will assess the applicant's approach to the service activities and management requirements outlined in the Proposal Application.

- Timely processing of referrals. (5)
- Coordination and communication with referring VR Counselor via scheduled and on-demand meetings and reports. (5)
- Provision of job coaching services. (5)
- Number of full time equivalent positions dedicated to placement. (10)

- | | |
|---|-------------|
| • Ensuring participant satisfaction with job in terms of hours, wages, benefits. | <u>(20)</u> |
| • Creative job search: fitting the job to the individual versus fitting the individual with existing jobs with known employers. | <u>(10)</u> |

4. Financial (10 Points)

Pricing structure based on fixed unit of service rate:

- Applicant's proposal budget is reasonable, given program resources and operational capacity.
- Adequacy of accounting system.

C. Phase 3 - Recommendation for Award

Each notice of award shall contain a statement of findings and decision for the award or non-award of the contract to each applicant.

Section 5

Attachments

- A. Proposal Application Checklist
- B. Sample Table of Contents

Proposal Application Checklist

Applicant: _____

RFP No.: _____

The applicant's proposal must contain the following components in the order shown below. This checklist must be signed, dated and returned to the purchasing agency as part of the Proposal Application. SPOH forms are on the SPO website. See Section 1, paragraph II Website Reference.*

| Item | Reference in RFP | Format/Instructions Provided | Required by Purchasing Agency | Completed by Applicant |
|--|------------------|---|-------------------------------|------------------------|
| General: | | | | |
| Proposal Application Identification Form (SPO-H-200) | Section 1, RFP | SPO Website* | X | |
| Proposal Application Checklist | Section 1, RFP | Attachment A | X | |
| Table of Contents | Section 5, RFP | Section 5, RFP | X | |
| Proposal Application (SPO-H-200A) | Section 3, RFP | SPO Website* | X | |
| Tax Clearance Certificate (Form A-6) | Section 1, RFP | Dept. of Taxation Website (Link on SPO website)* | | |
| Cost Proposal (Budget) | | | | |
| SPO-H-205 | Section 3, RFP | SPO Website* | X | |
| SPO-H-205A | Section 3, RFP | SPO Website* Special Instructions are in Section 5 | | |
| SPO-H-205B | Section 3, RFP, | SPO Website* Special Instructions are in Section 5 | | |
| SPO-H-206A | Section 3, RFP | SPO Website* | X | |
| SPO-H-206B | Section 3, RFP | SPO Website* | X | |
| SPO-H-206C | Section 3, RFP | SPO Website* | | |
| SPO-H-206D | Section 3, RFP | SPO Website* | | |
| SPO-H-206E | Section 3, RFP | SPO Website* | | |
| SPO-H-206F | Section 3, RFP | SPO Website* | | |
| SPO-H-206G | Section 3, RFP | SPO Website* | | |
| SPO-H-206H | Section 3, RFP | SPO Website* | | |
| SPO-H-206I | Section 3, RFP | SPO Website* | | |
| SPO-H-206J | Section 3, RFP | SPO Website* | | |
| Certifications: | | | | |
| <i>Federal Certifications</i> | | Section 5, RFP | | |
| Debarment & Suspension | | Section 5, RFP | | |
| Drug Free Workplace | | Section 5, RFP | | |
| Lobbying | | Section 5, RFP | | |
| Program Fraud Civil Remedies Act | | Section 5, RFP | | |
| Environmental Tobacco Smoke | | Section 5, RFP | | |
| Program Specific Requirements: | | | | |
| | | | | |
| | | | | |

Authorized Signature

Date

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